

Prioritizing Unmet Needs

The following worksheets (11a-11F) were developed to assist the work group in prioritizing the unmet needs in the Continuum of Care system. Through your data collection process the group will have identified a number of unmet needs. These sheets can help the Continuum of Care group prioritize among those needs using both quantitative and qualitative information.

Each worksheet represents a component of the Continuum of Care including:

- Emergency Shelter
- Transitional Housing
- Permanent Supportive Housing
- Permanent Housing
- Supportive Services only

A sample worksheet for **Permanent Supportive Housing** has been filled out in order to illustrate how these worksheets can be used.

Directions

For each identified gap, pick the sub-population and the part of the system where the gap has been identified (i.e. the unmet needs of persons with mental illness for permanent supportive housing). Using the data that you have previously collected, enter the quantifiable need (i.e. 1,000) in column B. Then proceed to answer the questions in columns C, D, and E across under the following headings.

- Organizational Capacity
- Relative Need
- Vulnerability of Population

*NOTE: In addition to these categories, the group may determine that other qualitative factors are also important to consider. If this is the case, the worksheets can be modified to include additional factors.

The group should answer each question in columns C, D, and E with a response of **High, Medium or Low**.

⇒ Keep in mind that a qualitative analysis to prioritize unmet needs is a *subjective* process, and opinions may differ. However, it is important to try to reach some consensus when answering the questions. Once the number of high, medium, and low responses are totaled in column F, the group can consider both the quantitative data in column B and the qualitative data summarized in column F. This process will help give the group a sense of the relative priority needs within the Continuum of Care System

EXAMPLE FROM THE SAMPLE WORKSHEET

For the category of permanent housing serving homeless persons with a mental illness, under column C, Organizational Capacity, the group was asked to consider and respond to the following qualitative factors:

- Expertise in serving this population – The group determined that there were providers within the Continuum of Care system who serve this population, but that none had experience in housing. Based on this analysis, a *medium* response was assigned to this qualitative factor.
- Readiness to proceed with developing permanent supportive housing for homeless individuals with mental illness. The group determined that, within the Continuum of Care provider network, there was a non-profit organization willing and able to develop this type of housing. However, the organization had not yet formulated a development plan. Based on this analysis, the group assigned a *medium* response to this qualitative factor.
- Feasibility of developing permanent housing for homeless individuals with mental illness in the community. The group determined that the community opposition that had delayed other supportive housing projects would impact the feasibility of any new effort, and assigned a *low* response to this qualitative factor.

⇒ Keep in mind that qualitative factors are designed to raise issues that should be considered in assigning priorities to identified gaps within the Continuum of Care. However, a ranking of low for any qualitative factor does not necessarily mean that a project cannot be done. Rather, it identifies one or more important issues to keep in mind if the Continuum of Care group prioritizes this type of project.

Sample Worksheet: Permanent Supportive Housing

A. Sub Populations	B. Number of Unmet Need	C. Organizational Capacity	indicate L, M, or H	D. Relative Need	indicate L, M, or H	E. Vulnerability of Population	indicate L, M, or H	F. Priority (total H, M, and L)
Persons with mental illness	1,000	Expertise in serving this population? Readiness to proceed? Feasibility?	M M M	Any existing housing for this population? Is the need much greater than current capacity?	M H	Is the Population "at risk"? Is population high-end users?	H H	High <u>3</u> Medium <u>3</u> Low <u>0</u>
Single women in recovery with children	1,500	Expertise in serving this population? Readiness to proceed? Feasibility?		Any existing housing for this population? Is the need much greater than current capacity?		Is the population "at risk"? Is population high-end users?		High <u>3</u> Medium <u>3</u> Low <u>0</u>

Emergency Shelter

A. Sub Populations	B. Number of Unmet Need	C. Organizational Capacity	Indicate L, M, or H	D. Relative Need	E. Vulnerability of Population	Indicate L, M, or H	F. Priority (total H, M, and L)
Persons with mental illness		Expertise in serving this population? Readiness to proceed? Feasibility?		Any existing housing for this population? Is the need much greater than current capacity?	Is the Population "at risk"? Is population high-end users?	High ____ Medium ____ Low ____	
Single women in recovery with children		Expertise in serving this population? Readiness to proceed? Feasibility?		Any existing housing for this population? Is the need much greater than current capacity?	Is the population "at risk"? Is population high-end users?	High ____ Medium ____ Low ____	

Transitional Housing

A. Sub Populations	B. Number of Unmet Need	C. Organizational Capacity	D. Relative Need	E. Vulnerability of Population	indicate L, M, or H	indicate L, M, or H	E. Priority (total H, M, and L)
Persons with mental illness	Expertise in serving this population? Readiness to proceed? Feasibility?	Any existing housing for this population? Is the need much greater than current capacity?	Is the Population "at risk"? Is population high-end users?	Is the population "at risk"? Is population high-end users?	High ____ Medium ____ Low ____	High ____ Medium ____ Low ____	High ____ Medium ____ Low ____
Single women in recovery with children	Expertise in serving this population? Readiness to proceed? Feasibility?	Any existing housing for this population? Is the need much greater than current capacity?	Is the population "at risk"? Is population high-end users?	Is the population "at risk"? Is population high-end users?	High ____ Medium ____ Low ____	High ____ Medium ____ Low ____	High ____ Medium ____ Low ____

Permanent Housing

A. Sub Populations	B. Number of Unmet Need	C. Organizational Capacity	D. Relative Need	E. Vulnerability of Population	indicate L, M, or H	indicate L, M, or H	E. Priority (total H, M, and L)
Persons with mental illness	Expertise in serving this population? Readiness to proceed? Feasibility?	Any existing housing for this population? Is the need much greater than current capacity?	Is the Population "at risk"? Is population high-end users?	Is the population "at risk"? Is population high-end users?	High ____ Medium ____ Low ____	High ____ Medium ____ Low ____	High ____ Medium ____ Low ____
Single women in recovery with children	Expertise in serving this population? Readiness to proceed? Feasibility?	Any existing housing for this population? Is the need much greater than current capacity?	Is the population "at risk"? Is population high-end users?	Is the population "at risk"? Is population high-end users?	High ____ Medium ____ Low ____	High ____ Medium ____ Low ____	High ____ Medium ____ Low ____

Permanent Supportive Housing

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Single women in recovery with children	Expertise in serving this population? Readiness to proceed? Feasibility?	Any existing housing for this population? Is the need much greater than current capacity?	Is the population "at risk"? Is population high-end users?	Is the population "at risk"? Is population high-end users?	High ____ Medium ____ Low ____	High ____ Medium ____ Low ____	High ____ Medium ____ Low ____

Supportive Services Only

A. Sub Populations	B. Number of Unmet Need	C. Organizational Capacity	indicate L, M, or H	D. Relative Need	indicate L, M, or H	E. Vulnerability of Population	indicate L, M, or H	F. Priority (total H, M, and L)
Persons with mental illness	Expertise in serving this population? Readiness to proceed? Feasibility?	Any existing housing for this population? Is the need much greater than current capacity?	High ____ Medium ____ Low ____	Is the Population "at risk"? Is risk increasing? Is population high-end users?	High ____ Medium ____ Low ____	Is the population "at risk"? Is risk increasing? Is population high-end users?	High ____ Medium ____ Low ____	Is the population "at risk"? Is risk increasing? Is population high-end users?
Single women in recovery with children	Expertise in serving this population? Readiness to proceed? Feasibility?	Any existing housing for this population? Is the need much greater than current capacity?	High ____ Medium ____ Low ____	Expertise in serving this population? Readiness to proceed? Feasibility?	Any existing housing for this population? Is the need much greater than current capacity?	Is the population "at risk"? Is risk increasing? Is population high-end users?	High ____ Medium ____ Low ____	Is the population "at risk"? Is risk increasing? Is population high-end users?